



## **JOB DESCRIPTION**

**TITLE:** Gaming Manager

**DEPARTMENT:** Slots/Table Games/Bingo

**SUPERVISOR:** Assistant General Manager

**WAGE:** \$38,000 - \$42,000 annually DOQ

**SHIFT:** Days/Nights/Weekends/Holidays

**CLASSIFICATION:** Gaming License Required

**POSITION:** Full-time, Non-exempt

**REQUIREMENTS:** 40 hours per week

**JOB SUMMARY:** Under the direction of the Assistant General Manager, the Gaming Manager is responsible for all aspects of Slot/Table Games/Bingo operations, including but not limited to, game & machine performance analysis, personnel, guest service standards, team member training, adherence to federal, state, tribal, property and departmental rules and regulations as well as procedural integrity and administration, management of labor hours to ensure high level of guest service, revenue generation, and cost control by effective and efficient scheduling of shifts. Supervise and coordinate activities of workers in assigned gaming areas. Circulate among tables and observe operations. Ensure that stations and games are covered for each shift. Explain and interpret operating rules of house to patrons as needed. Assist with the planning and organization of activities and services for guests in hotel/casino. Addresses service complaints directly with guests and team members.

### **JOB QUALIFICATIONS:**

- Minimum five (5) years' experience in the administration and management of Slots, Table Games and Bingo Hall strongly preferred.
- Minimum two (2) years' supervisory experience.
- Knowledge of gaming industry and the laws and regulations governing gaming operations.
- Knowledge of implementing new games.
- Knowledge of slot information system, floor coverage, and labor analysis.
- Knowledge of principles and processes for providing exceptional guest service.
- Strong analytical ability and computer skills required; accurate and detail oriented.
- Knowledge of software programs related to the operation of the gaming departments.
- Excellent verbal and interpersonal communication skills.
- Excellent problem solving skills.
- Ability to work well in stressful situations.
- Ability to multi-task efficiently and complete tasks in a timely manner.
- Ability to implement and uphold service standards; excellent guest service skills.
- Well-developed leadership skills, ability to lead and mentor a team and the ability to foster a cooperative work environment.

### **DUTIES AND RESPONSIBILITIES:**

- Must adhere to Legendary Waters Resort & Casino's policies and procedures.
- Friendly, professional attitude required at all times.
- Must be willing to work weekends, nights, and holidays.
- Must adhere to all appearance and uniform standards.
- Maintains awareness of all Slot/Table Games/Bingo Operations department activity and monitors performance of team members, ensuring adherence to casino policies and procedures, the MICS and all regulations of the Gaming Commission.
- Responsible for all Table Games training, implementing new game initiatives, and participation in creating special events and promotions, including such events as tournaments, cribbage tournaments and free bet.
- Responsible for performing dealer pace audits and evaluations.
- Analyze customer play, cheating scams, card counters, and unusual or suspicious variations of play and periodic forecasting.
- Responsible for developing and managing annual Slot/Table Games/Bingo operating budgets.
- Ensures proper procedures are followed when slot machines are placed on or taken off the floor.
- Maintains excellent relationships with vendors, staying informed of games and related products.
- Reviews daily and monthly Slot/Table Games/Bingo data system reports.
- Ensures all slot machines and tables are in good repair and in working order.
- Interview, hire, train, coach and direct team members.
- Preparation of weekly staffing schedules.
- Develops and implements Slot/Table Games/Bingo Operations department policies and procedures to improve security and efficiency and to safeguard assets.
- Report any changes of gaming inventory to GDIS.
- Must be able to stand and/or walk for long periods of time and able to lift at least 50 lbs.
- Perform other duties as required.

### **WORK ENVIRONMENT:**

Work is performed in a Casino setting with exposure to second-hand smoke, crowds and high noise level.

The Red Cliff Tribal Council has a drug free workplace policy and adheres to the intent of the drug free workplace act. All new hires are subject to a drug test prior to starting and subject afterwards to a random drug testing program. Native American hiring preference applies; yet all qualified applicants will be considered. Applicants should be advised that the Tribe reserves the right to disqualify applicants whose prior activities pose a threat to the public interest.

Applications are available at the Cashier's window, the Personnel office of the casino, and on the website [www.legendarYWaters.com](http://www.legendarYWaters.com)

**Posted: 12/10/18**

**Deadline: Until Filled**

**For further information contact: LW HR Department, 37600 Onigamiing Drive, Red Cliff WI 54814, [smorris@legendarYWaters.com](mailto:smorris@legendarYWaters.com) (715)779-9401**